

United States Bankruptcy Court
Western District of Washington



Electronic Case Filing
On-line Credit Card Payment Guide

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On-line Credit Card Payments

Overview

The Credit Card module is designed to allow filers to pay filing fees interactively as part of the electronic filing process via the Internet to the U.S. Treasury. The module offers advantages that include the ability to;

- Pay the filing fee over the Internet with a credit card at any time.
- Review the history of credit card transaction payments.
- Review outstanding payments due to the court.
- Request online payment of any unpaid balance.

After submission of the credit card information, the filing fee is paid directly to the U.S. Treasury. A transaction receipt displays and is docketed to the case immediately.

Processing Payment:

Upon the successful submission of a document requiring a filing fee, the user will be prompted to either pay the fee or continue filing. When choosing to “Pay Now” the user is prompted to enter their credit card information. Choosing “Continue Filing” allows the user to exit the module or continue to file and make payment at some future time.

Payment Methods:

Valid credit cards include, American Express, Discover, MasterCard, Visa and Diner's Club. Debit Cards with the Visa or MasterCard logo may also be used.

Alternative Payment Methods:

Alternatives to making credit or debit card payment include cash, check, or money order. These types of payments should be made to the Clerk's Office the day the document is electronically filed.

Court's Handling of Credit Cards:

The court will no longer maintain credit card authorization forms. However, filers may present a credit card at the Clerk's Office for payment. Additionally, a One-Time Credit Card Authorization Form, available on the Court's website, may be submitted when filing by other means; for example using a messenger service.

Fee Exemptions:

Specific types of filers are exempt from the filing fee requirements. Instances where exemptions apply include;

- Co-Debtor Lift Stay.
- Documents filed by an agent of the government.
- Documents filed by a Child Support Creditor.

When the fee is not due, the user should e-mail the court IMMEDIATELY to have the outstanding fee removed from their account. The Court will process the e-mail immediately and respond that the fee requirement has been removed from their account.

Include the following information in the e-mail message;

Enter the following in the “Subject” line:

- “NO FEE-Motion yy-nnnnn [Case Number]

Enter the following in the body of the message:

- Attorney's Name
- Case Number
- E-filed event (adversary, motion, etc) and Document Number
- Reason fee is waived

The court's e-mail addresses are:

- Seattle ECFHelp_Seattle@wawb.uscourts.gov
- Tacoma ECFHelp_Tacoma@wawb.uscourts.gov

Upon receipt of the reply e-mail from the court, view [Internet Payment Due](#) under the Utilities category of ECF to verify that the fee has been removed.

Installment Filings:

The Credit Card module is not compatible with the case upload of installment cases and therefore, case upload can not be used to upload them. Installment cases must be opened manually using the “Open a BK Case” hyperlink under Bankruptcy. The Electronic Fee window will not display when “*installment*” is selected as the “Fee Status” at case opening. The application to pay filing fee in installments must also be filed.

Utilities Reports:

The Electronic Payment reports are available to users from the [Utilities](#) option of ECF. Reports include:

- **Internet Payment Due** used for payment of outstanding fees.
- **Internet Payment History** used to review history of credit card payments.
- **Raw Data Report** allows the attorney to reconcile credit card payments made to the court.

Lockout:

Attorneys who bypass the “Pay Now” prompt and continue filing will accrue an unpaid balance. If payment is not made within 72 hours, ECF will automatically lock the account. A blank screen will display and the user will be prevented from

further e-filing until full payment is made to the account.

Restoring ECF after Lockout:

When an account has been locked, menu options are disabled and a blank screen displays after logging on. The account is restored after payment, but menu options will not display until the computer is refreshed. Proceed as follows to refresh the computer:

- Logon to ECF .
- A blank screen is displayed. No menu options will display.
- In Netscape right-click in the screen and select “Reload Frame”.
- In Internet Explorer right-click in the screen and select “Refresh”.
- All menu options should display.

Note: When sharing a computer with someone whose account was locked the last time they logged on, the current user will be required to refresh after logging on.

Credit Card Transaction ID:

When making a payment for multiple credit card transactions, the payment will be given a single transaction ID number and will display on the attorney's credit card statement as such.

Pop Up Blocker:

Pop up blocker software will prevent the Electronic Payment window from displaying and must be either disabled or uninstalled.

System Requirements:

In order to successfully use the On-line Credit Card Payment module, the user's browser must have 128-bit encryption. Follow the instructions below to determine if the browser supports 128-bit encryption

Microsoft Internet Explorer(4.x, 5.x, 6.x)

1. Click on the “Help” tab on your menu bar at the top of the screen
2. Scroll down and select “About Internet Explorer”
3. A small window appears in the center of your screen indicating the version, as well as the encryption or cipher strength of your browser (either 40-bit, 56-bit, or 128-bit.). If the screen indicates you have a 40-bit or 56-bit version, or if it does not indicate the encryption level, you will need to upgrade to a version with 128-bit encryption.

Netscape Navigator/Communicator (4.x or greater)

4. Click on the “Help” tab on your menu bar at the top of the screen.
5. Scroll down and select “About Navigator” or “About Communicator”.
6. A screen appears that lists the details of your browser. Look for a section on the left and toward the middle that begins “Contains encryption software from RSA Data Security, Inc...” If the next paragraph begins, “This version supports U.S. security...,” your browser has 128-bit encryption. If it states that you have international security, your browser has 40-bit or 56-bit encryption and you will need to upgrade to a version with 128-bit encryption.

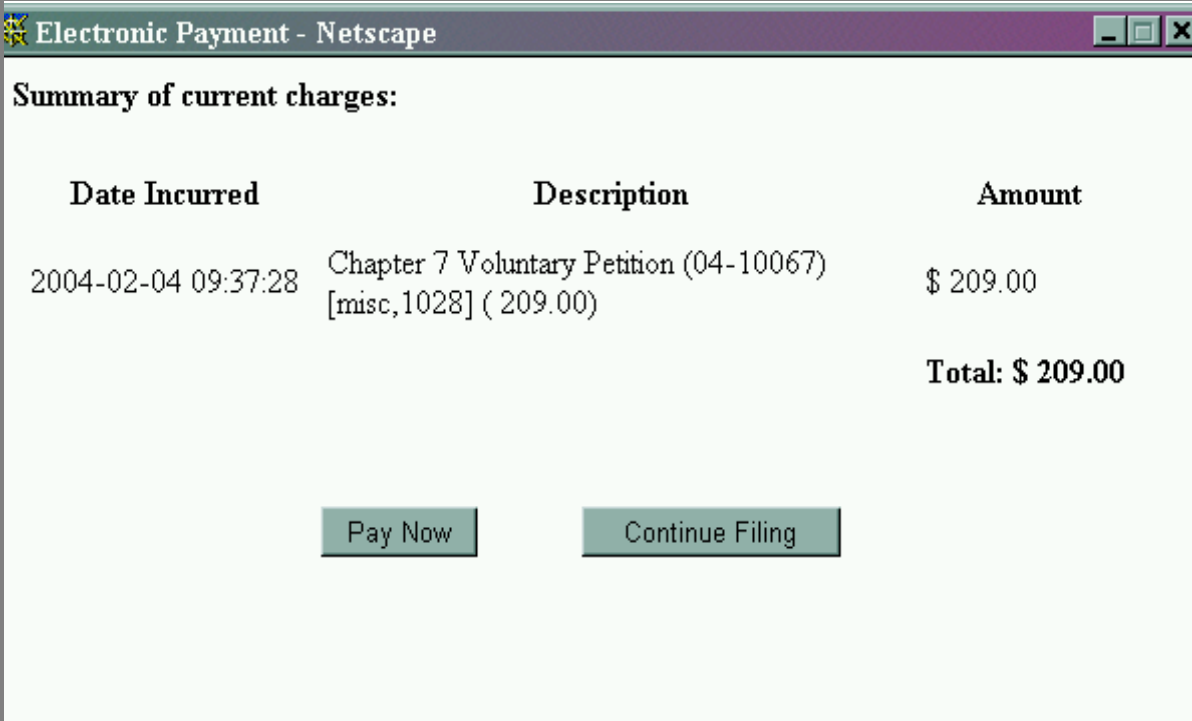
Events that May Require a Filing Fee:

The filer will receive the Electronic Payment window when docketing any of the pleadings outlined below. When the fee is not applicable e-mail the court immediately. Refer to comments under “**Fee Exemptions**”.

- Voluntary petitions - all chapters and adversaries.
- Motions for relief from stay and/or to compel abandonment.
- Motions to convert case from chapter 11 to 7
- Motions to convert case from chapter 13 to 7.
- Motions to convert case from Chapter 7 to 13.
- Withdrawal of Reference
- Notice of appeal and cross-appeal.
- Amendments - adding new names and addresses to chapter 7 or 11.

Filing a New Bankruptcy Case:

Once the process of opening a new case has been completed, the Electronic Payment window displays. The user may either select the “Pay Now” or “Continue Filing” option.



The screenshot shows a Netscape browser window titled "Electronic Payment - Netscape". Inside the window, there is a section titled "Summary of current charges:". Below this title is a table with three columns: "Date Incurred", "Description", and "Amount". The table contains one row of data: "2004-02-04 09:37:28", "Chapter 7 Voluntary Petition (04-10067) [misc,1028] (209.00)", and "\$ 209.00". To the right of the table, there is a line item "Total: \$ 209.00". At the bottom of the window, there are two buttons: "Pay Now" and "Continue Filing".

Date Incurred	Description	Amount
2004-02-04 09:37:28	Chapter 7 Voluntary Petition (04-10067) [misc,1028] (209.00)	\$ 209.00
		Total: \$ 209.00

Pay Now Continue Filing

Pay Now:

When [Pay Now] button allows the user to make immediate payment of fee(s).

- Click [Pay Now].
- At Card Type select the type of credit card being used.
- Enter the credit card number.
- Enter the Expiration Date.
- Click [Submit].

Continue Filing:

The [Continue Filing] button allows the user to continue filing documents prior to payment or exit the module.

- Click the [Continue Filing] button when filing multiple documents.

Exit Electronic Payment Module:

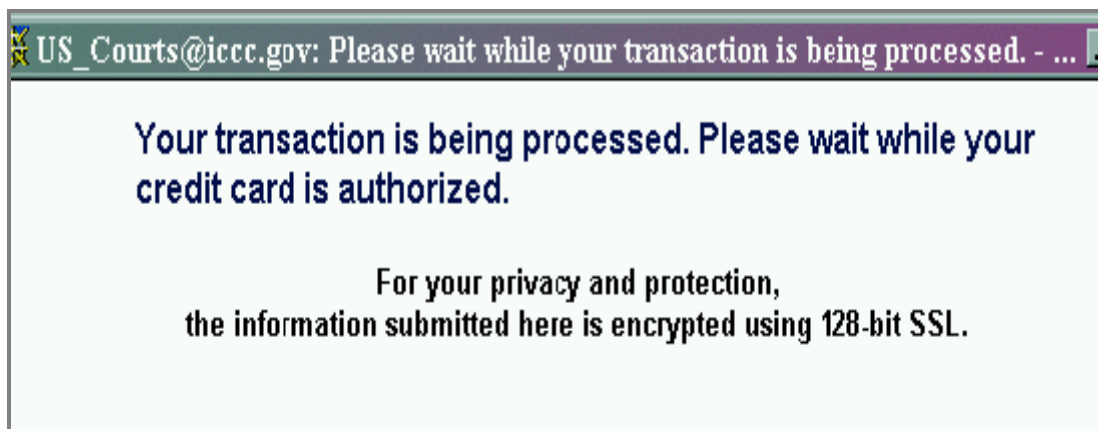
To exit the electronic payment module click [Continue Filing].

Making Electronic Payment:

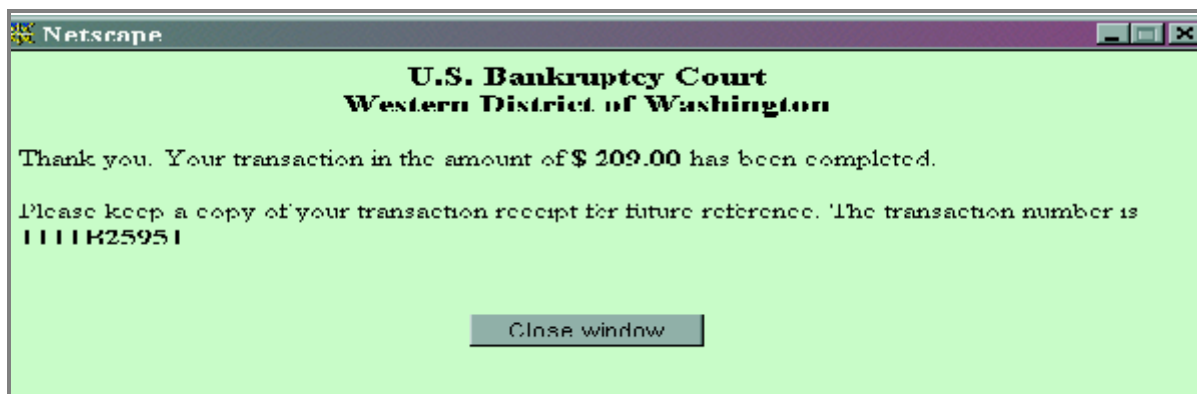
Proceed as follows to submit electronic payment of filing fees not made at the time of filing.

- Click [Utilities](#) on the ECF menu bar.
- Click “ Internet Payments Due”
- From the Electronic Payment window, click “Pay Now”.
- Select the appropriate Card Type (Visa, MC, Discovery, AMEX, or Diner's Club) from the drop-down menu.
- Enter the card number
- Enter Expiration Date
- Click “Submit Payment”.

A screen will display with the following message: “Your transaction is being processed. Please wait while your credit card is authorized”.



Once the card has been authorized a screen will display with the following message:



- Click the [Close Window] button.

Invalid Card:

If the filer enters an invalid credit card number or card type the following message will display:

“The credit card you have entered is invalid. Please check the number and type and try again”.

The screenshot shows a web form with a title bar that reads "The credit card you have entered is invalid. Please check the number and type...". The main content area has a red header with the same text. Below this, the form displays the following information:

- Name:** Theola RossAty
- Total:** \$209.00
- Card Type:** A dropdown menu with the text "Please select a card type".
- Card Number:** An empty text input field.
- Expiration Date:** Two dropdown menus showing "02" and "2004".

At the bottom of the form is a "Submit Payment" button. Below the button, a message states: "For your privacy and protection, the information submitted here is encrypted using 120 bit SSL."

- Verify the number type and number and try again.

After three consecutive errors in data entry the following message will display.

“We are unable to complete your transaction. Please contact your local court for assistance.”

The screenshot shows a Netscape browser window with a title bar that reads "Netscape". The main content area has a light green background and displays the following text:

**U.S. Bankruptcy Court
Western District of Washington**

We are unable to complete your transaction. Please contact your local court for assistance.

At the bottom of the window is a "Close window" button.

- DO NOT CONTACT THE COURT. We are unable to resolve this issue. Contact your credit card company.
- Click “Close Window”.
- Continue filing or use a different credit card to make the payment. *(Click Utilities/Internet Payment Due to make payment).*

When on-line payment of fees is made, the receipt entry is automatically docketed to the case(s). The entry will include the filing fee and receipt number.

Filing Date	#	Docket Text
01/30/2004	1	Chapter 7 Voluntary Petition, Schedules A-J & Statement of Financial Affairs. Fee Due \$ 209 . Filed by Mike ForMikeToTest Clark of The Top Floor on behalf of Joseph Wayne CCModuleTestMEC , Sarah Lynn CCModuleTestMEC . Declaration re: ECF due by 2/9/2004, Government Proof of Claim due by 7/28/2004. (Clark, Mike) (Entered: 01/30/2004)
01/30/2004		Receipt of filing fee for Voluntary Petition Chapter 7 case upload(04-10058) [caseupld,1027u] (209.00). Receipt number 1111B25705. Fee amount . (U.S. Treasury) (Entered: 01/30/2004)

Internet Payment History:

The Internet Payment History Report allows attorneys to review completed credit card payments over any specified period of time.

- Click "[Utilities](#)" on the ECF menu bar
- Click "Internet Payment History"
- Enter a date range in "From" "to" date range.
- Click [Run Report].
- The report will display.

Date Paid	Description	Payment Method	Receipt #	Amount
2004-02-03 15:21:26	Motion for Relief from Stay(04-10030) [motion,185] (150.00)	credit card	1111B25934	\$ 150.00
2004-02-04 09:57:41	Chapter 7 Voluntary Petition (04-10067) [misc,1028] (209.00)	credit card	1111B25951	\$ 209.00
2004-02-04 10:00:31	Chapter 7 Voluntary Petition (04-10068) [misc,1028] (209.00)	credit card	1111B25954	\$ 209.00
2004-02-06 09:28:06	Chapter 7 Voluntary Petition (04-10071) [misc,1028] (209.00)	credit card	1111B26121	\$ 209.00

Reconciling Credit Card Payments:

The Internet Payment History Raw Data report may be run to allow attorneys to reconcile payments made to the court. Proceed as follows:

- Click [Utilities](#) on the ECF menu bar.
- Select “Internet Payment History Raw Data” from the list of options.
- Enter applicable dates in the “From” and “To” fields.
- Click “Run Reports”
- The report is displayed in raw data format.

```
2004-02-03|04-10030|Joseph Wayne CCMODULETestMEC and Sarah Lynn CCMODULETestMEC |Motion for Relief from Stay(04|150.0|1111B25934|credit card|
2004-02-04|04-10067|Elizabeth Sue Smith |Chapter 7 Voluntary Petition (|209.0|1111B25951|credit card|
2004-02-04|04-10068|Elizabeth Sue Smith |Chapter 7 Voluntary Petition (|209.0|1111B25954|credit card|
2004-02-04|04-10069|Elizabeth Sue Smith |Chapter 7 Voluntary Petition (|209.0|1234|Cash|
2004-02-06|04-10071|Elizabeth Sue Smith |Chapter 7 Voluntary Petition (|209.0|1111B26121|credit card|
2004-02-11|04-01022-PHB|Smith v. Smith |Complaint(04-01022-PHB) [cmp,c|150.0|1111B26287|credit card|
2004-02-11|04-10072|Elizabeth Sue Smith |Chapter 7 Voluntary Petition (|209.0|1111B26287|credit card|
2004-02-11|04-10073|Elizabeth Sue Smith |Chapter 7 Voluntary Petition (|209.0|1111B26287|credit card|
2004-02-13|04-10081|Geraldine Marie Smith |Chapter 7 Voluntary Petition (|209.0|1111B26372|credit card|
2004-02-18|04-01031-PHB|Smith v. Smith |Complaint(04-01031-PHB) [cmp,c|150.0|No Fee AP|Cash|
2004-02-18|04-01032-KAO|Smith v. Smith |Complaint(04-01032-KAO) [cmp,c|150.0|1111B26641|credit card|
2004-02-18|04-01033-KAO|Smith v. Smith |Notice of Removal of Case(04-0|150.0|1111B26641|credit card|
2004-02-18|04-10084|Geraldine Marie Smith |Chapter 7 Voluntary Petition (|209.0|1111B26641|credit card|
2004-02-18|04-10085-PHB|Geraldine Marie Smith and Marcia C Smith |Involuntary Petition Chapter 7|209.0|1111B26641|credit card|
2004-02-20|04-10092|Geraldine Marie Smith |Chapter 7 Voluntary Petition (|209.0|444444|Cash|
2004-02-23|04-01038-PHB|Smith v. Jones Construction |Complaint(04-01038-PHB) [cmp,c|150.0|No Fee Due|Cash|
2004-02-24|04-01041-PHB|Smith v. Jones |Complaint(04-01041-PHB) [cmp,c|150.0|Charge to the Estate|Cash|
2004-02-24|04-10100|Geraldine Marie Smith |Chapter 7 Voluntary Petition (|209.0|1111B27028|credit card|
2004-02-24|04-10102|Elizabeth Sue Smith |Chapter 7 Voluntary Petition (|209.0|1111B27028|credit card|
2004-02-25|04-01042|Smith v. Jones Construction |Complaint(04-01042) [cmp,cmp] |150.0|1111B27096|credit card|
2004-02-25|04-10103|Elizabeth Sue Smith |Chapter 7 Voluntary Petition (|209.0|1111B27096|credit card|
```

Saving the report to Excel:

Once the raw data is extracted from ECF, it can be imported into Excel as a spreadsheet as follows:

- **Ctrl+A to capture the text from ECF.**
- **Open Notepad.** (Other word processing applications can not be used).
 - Ctrl+V to paste the data into Notepad.
 - Delete the header information from Notepad.
 - Name and save the text document. Example: name.txt.
- **Open Excel.**
 - Click **File** on the menu bar and select **Open**.
 - Change the “Files of type” to “All Files” in the **Open** dialog box that displays.
 - Select the raw data text file and click **Open**.
 - Select “Delimited” in the Text Import Wizard and click **Next**.
 - In Step 2 of the wizard uncheck the Tab delimiter and select **Other**.
 - In the check box adjacent to **Other** enter the pipe symbol. (The pipe symbol is (Shift) plus the broken vertical bar above the Enter key).
 - Click **Finish**.
- **The text displays in Excel and can be sorted as necessary.**

Frequently Asked Questions:

Question 1: *Why am I getting the following error message "The credit card you have entered is invalid. Please check the number and type and try again?"*

Answer: An error may have been made when entering the credit card information. Enter the information again or use an alternate card.

Question 2: *I've just filed a document and now realize that my card is over its limit. What do I do?*

Answer: We suggest that a second credit card or a debit card be available in the event the main card fails. If a second card is not available click "Continue Filing" to close the Electronic Payment Window. You have 72 hours to make payment before your account is locked. Cash, checks drawn on the attorney's account, and money orders are also acceptable forms of payment, but must be made in the Clerk's office the day the document was filed. Contact the Clerk's Office if you are unable to pay. When making payment over the counter, let the clerk know that you are making an Alternate Payment of an e-filed document and include the case number.

Question 3: *I've logged onto ECF but don't see any menu options. I can't file anything, HELP.*

Answer: If you have outstanding fees that were not paid within 72 hours of filing, your account will automatically lock and you will be unable to file. Review Payment Due under the Utilities option to make certain you do not have outstanding fees. If you have fees outstanding you must make payment before your account is restored. If your account was locked, and you have subsequently made payment, you will need to refresh your computer after logging on. See the section on *Restoring ECF after Lockout*. If there are no outstanding fees and you have tried refreshing without success, contact the court's Help Desk.

Question 4: *I've filed my document, I'm sure that a fee is due but I don't get the Electronic payment window? Why?*

Answer: A pop-up blocker installed on your computer will prevent the module from displaying after filing. You should check to see if one is installed on your computer. If so either disable or uninstall it. You can then, go into Internet Payment Due under Utilities to make the payment.

Question 5: *I've just filed a document online and was prompted to pay a fee. I don't*

believe I owe for the filing. Should I ignore the prompt.

Answer: No, you should not ignore the prompt. If the payment module displays, the fee is accessed to your account. Ignoring the prompt will cause your account to become locked if payment is not received within 72 hours. Select "Continue Filing" and e-mail the court immediately using the process outlined the "Fee Exemptions" section.

Question 6: *I'm filing several new cases, one is an installment case, the other's I want to pay at filing. Can I file all cases and select "Pay Now" at the end or am I required to file the installment case separately.*

Answer: You can file all cases prior to using the module to pay if you are filing the cases manually using "Open a BK Case". When making the payment, the Electronic Payment window will exclude the installment case. Click "Pay Now" to pay the other cases. If you are using case upload to file, separate out the installment case and upload the ones that will be paid. Manually open the installment case.

Question 7: *I have a Credit Card Authorization form on file with the court. Will you use it to charge payment if payment is not made electronically.*

Answer: No. Credit card authorization forms will not be maintained by the court. Those currently on file with the court will be shredded. If you believe that you may have neglected to make a payment, check for outstanding fees using Internet Payments Due under the Utilities option of ECF. If a fee is not due, you will be prompted "There are currently no outstanding CM/ECF credit card charges".

Question 8: *I've paid the filing fee for a document, but do not believe a fee is due, can I be reimbursed.*

Answer: In certain cases the court can refund payments. E-mail the court ECFHelp_Seattle@wawb.uscourts.gov. The subject filed must say " **Refund Request**". Include all pertinent information, including the case name and number. The court will review the case and send a reply message.

Question 9: *I've just filed an adversary and at, "Is the plaintiff the Debtor, Trustee, Debtor in Possession or Examiner?" I'm not sure what I should have answered.*

Answer: If you represent the Debtor, Trustee, Debtor in Possession or the Examiner, the answer is "y", otherwise "n". When answering "y" the Electronic Payment prompt will not display and you will not be accessed charges. If you have

made an error the court will contact you.

For detailed information in opening an adversary, refer to that section of the **Electronic Case Filing Participant Guide** on the court's website.